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DIRECTOR'S CORNER

WE HAVE THE TECHNOLOGY AND INFRASTRUCTURE TO MAKE IT BETTER, STRONGER, FASTER.....

by Frank Minice, *Nlets Chief Information Technology Officer*

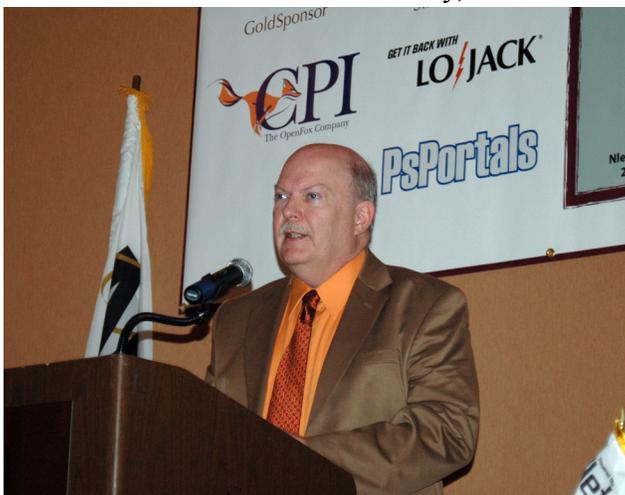
What is most important in your life? Most of you probably said your family. Many of you already have or have considered installing an alarm in your home to protect your loved ones. I, for one, was surprised to learn that the average time from initial alarm activation to police or fire dispatch was seven minutes. Seven minutes doesn't seem like a great deal of time, but in reality, seven minutes can be the difference between life and death.



When a fire, burglar, or panic alarm is activated within a residence, the Central Station Alarm Company contacts the Public Safety Answering Point (PSAP) in your area. Due to the fact that the monitoring centers for alarm companies are set up regionally, it is likely that your monitoring station is not physically located within your emergency response jurisdiction. This makes it impossible for the alarm monitoring station to call 9-1-1 for these alarms. The alarm company calls a direct (non-emergency) number and is put into a queue. Once all 9-1-1 emergency calls are out of the queue, PSAP dispatchers are free to answer the non-emergency line to verbally take the basic information for the alarm (it is not uncommon for alarm operators to be put on hold for as long as 8 to 10 minutes.) As you can imagine, relaying addresses and specific alarm information verbally is tedious, time consuming, and allows an opportunity for human error.

What if I told you that you could choose an alarm company that was electronically connected to the PSAP via Nlets? Also, that by sending the data electronically, it is validated and therefore is free of errors? That this electronic packet of information will contain very detailed information about the alarm such as which door activated the alarm or from what room

in the house the panic alarm was activated? Or that for systems with video, an internet link to the streaming video can be included? And finally, that choosing this company would allow them to relay an alarm from your residence directly to the computer aided dispatch (CAD) system in less than 15 seconds? This is happening today in Virginia and Texas, and very soon, all alarm companies in the United States will have this ability.



Bill Hobgood, APCO announces ASAP to Nlets membership

It all started with the Automated Secure Alarm Protocol or “ASAP.” ASAP was developed by a partnership between the Association of Public-Safety Officials (APCO) and the Central Station Alarm Association (CSAA). Recognizing the need to automate the alarm process, the APCO/CSAA 2.101.1-2008 NIST standard was created. This National Information Exchange Model (NIEM) compliant standard outlines a common way for all alarm companies and PSAPs to communicate. Using the Nlets infrastructure, this standard can be included within a common Nlets XML message header and sent through the network at blazing speeds.

Immediate acknowledgement from the PSAP is required and if it is not received, the alarm company will automatically default to the telephonic way of communicating.

The CSAA was recently approved as a Strategic Partner of Nlets. Their ongoing role will be to validate and facilitate the alarm notifications from the 600+ central stations operating within the United States. The CSAA will be hosting a message broker within the Nlets datacenter, and this broker will communicate directly with the Nlets NJIN (National Justice Information Network) system.

Now that the groundwork has been laid, the majority of the remaining work will fall on the shoulders of the CAD vendors. These vendors are already diligently working to support this functionality, and many have already included it in their upcoming software releases.

To support this as the state representative, your state will need be able to receive and process the new Nlets ALQ and ALR message keys. These keys are similar in function to the Nlets administrative (AM) message key. The ALQ and ALR are “store and route” message keys and will not need any formatting or manipulation by your state switch. Recognizing the immediate impact and benefit, Computer Products of Illinois (CPI) has taken the lead and committed their resources to assist each of the 23 states using their system in configuring these message keys. The specification can be found on the Nlets Web site in the members section. Please contact your specific switch vendor regarding the steps involved in adding a new message key.

Nlets is excited about the new CSAA partnership, and the ability to affect the bottom line on emergency alarm dispatching. With a few computer keystrokes, you have the ability to decrease the dispatch time on alarms by at least 6 minutes and 45 seconds on average...and this change will save lives and property.

If you have any questions on the ALQ/ALR message keys or any of the other Nlets supported resources, please contact the 24 hour Network Operations Center at 800-528-4020.



Nlets Network Operation Center (NOC)

UPDATES

NEW OFFICERS

- **President: Delton Tipton, SD**
- **1st Vice President: Curt Wood, MA**
- **2nd Vice President: John Clawson, IN**
- **Region Chairs:**
 - Region A: Chair - Phil Colby, VT; Vice Chair - Mark Liebl, NH
 - Region B: Chair - Bill Tatun, NY; Vice Chair - Mike McDonald, DE
 - Region C: Chair - Brad Truitt, TN; Vice Chair - Tom Turner, VA
 - Region D: Chair - Bill Clinton, AR; Vice Chair - Jeff Matthews, AL
 - Region E: Vice Chair - Kim Hull, MO
 - Region F: Chair - Leon Frederick, IA; Vice Chair - Mike Lynk, ND
 - Region G: Chair - Steve Montgomery, KS; Vice Chair - Ted DeRosa, CO
 - Region H: Chair - Terry O'Connell, OR; Vice Chair - Mike Key, ID

SAVE THE DATE

Mark your calendars to attend next year's Annual Business Meeting in *Waikoloa, Hawaii!*

June 25th - 28th, 2012



NEW COMMITTEES

- **Finance & Management Committee:**
 - Chair - Jillian Watts, MD
 - Ex-Officio - Curt Wood, MA (1st VP)
 - Phil Colby, VT
 - Bill Clinton, AR
- **Technical Operations Committee:**
 - Chair - Wendy Brinkley, NC
 - Ex-Officio - John Clawson, IN (2nd VP)
 - Jim Gerst, FBI
 - Mark Liebl, NH
 - Jeff Matthews, AL
 - Charles Schaeffer, FL
 - Dawn Brinningstauil, MI
 - Jamie Blakley, IL
 - Tom Prevo, NB
 - Tena Watson, TX
 - Catherine Krause, NV
- **Brodie Assistance Fund Committee:**
 - Chair - Brad Truitt, TN
 - Debbie Beckner, WV
 - Keith Percy, KY
- **Outreach Committee:**
 - Chair - Bud Gaylord, NCMEC
 - Bill Whitlock, OK
 - Ted DeRosa, CO
 - Duke Longcor, Army
- **Constitution and By-Laws Committee:**
 - Chair - Curt Wood, MA
 - John Clawson, IN
 - Leon Fredrick, IA
 - Bill Clinton, AR
 - Jim Buckley, ICE
 - Ted Williams, TSA
 - Gary McGuin, Navy
- **Other Committees:**
 - To be Announced

2013 SITE SELECTION

Nlets is proud to announce *Ottawa, Canada* has been voted the site for the 2013 Annual Business Meeting.

CPI AND NLETS PARTNERSHIP INCREASES PUBLIC SAFETY

by Larry Grund, CPI CJIS Business Development Specialist

Learn about how CPI, an Nlets strategic partner, and Nlets have been collaborating on various initiatives for the betterment of law enforcement information exchange. With CPI having 29 states and 6 federal agencies as customers our project managers and system engineers have been kept busy with fulfilling the obligations for Nlets grants: criminal history exchanges (CHIEF), drivers license image exchange (NISP/ SRFERS) and correction photo image exchange (NCIEN).



CPI Customers Participating Are

CHIEF	NISP/ SRFERS	NCIEN
Alabama Kansas (as part of the new SMS project) Kentucky (as part of the new CCH project) Maine Maryland Michigan Missouri (as part of the new CCH project) Texas Vermont	Alabama Arkansas Idaho (SRFERS) Kentucky Maryland Montana (SRFERS) Ohio Texas (SRFERS) Vermont Virginia Wyoming (SRFERS)	Montana (SRFERS) Ohio

CRIMINAL HISTORY INFORMATION EXCHANGE FORMAT (CHIEF)

For more than forty years, Nlets has provided its users with criminal history record information from state and federal repositories via a standardized, secure, and efficient methodology. This capability enabled the states and the FBI to respond automatically to requests from other users over the Nlets network.

The Nlets CHIEF project, sponsored by BJS, has: first, migrated the Interstate Criminal History Transmission Specification Version 3.01 (“Rap Sheet”) to a Version 4.0 conformant with the National Information Exchange Model (“NIEM”).

NLETS INTERSTATE SHARING OF PHOTOS PROJECT (NISP)

The goal of the Nlets Interstate Sharing of Photos Project (NISP) is to implement the interstate sharing of electronic images among criminal justice agency personnel over the Nlets network, starting with driver photos. The real-time exchange of electronic images would be a valuable new tool for criminal justice agencies. Access to out-of-state driver photos represents an additional information resource for criminal justice agency personnel that will contribute to individual safety, officer safety, and public safety.

NATIONWIDE CORRECTIONS IMAGE AND INFORMATION EXCHANGE OVER NLETS (NCIEN)

The purpose of this grant is to make correction photos available to law enforcement and public safety officers over the Nlets network. Correction photos will include pictures of inmates, and where possible, images of scars and tattoos, all of which will be supplemented with supervision requirements. Currently, state and local jail systems collect a myriad of information including photos; however, this information is not available to the roadside cop. As a result, law enforcement agencies are handicapped in their ability to protect and serve.

WHO ARE THE PROVIDERS?

Computer Projects of Illinois, Inc. (CPI), with its headquarters in Bolingbrook, Illinois, is a privately held corporation and an acknowledged leader in information-sharing software systems for the law enforcement and criminal justice community. CPI's sole focus has been, and will continue to be, this sector. CPI expends all of our energies on the development, installation and maintenance of our software products. CPI systems are state-of-the-art and cost-effective; ensuring that our customers get the most for their investment.

In 1989, CPI incorporated in Illinois after purchasing the rights to the FOX V Message Switching System; in 1995, The OpenFox™ Message Switching System was officially introduced; in October of 1996, the State of North Dakota had the first successful installation of the OpenFox™ law enforcement message switch system ; and in 2001, the OpenFox™ Message Switching System was released and successfully installed on the Microsoft Windows 2000 server platform.

The OpenFox™ Message Switching System , used as an information broker, is the most popular of these systems, serving almost one-half of the law enforcement agencies in the United States with successful installations in 30 states and six federal agencies.

To learn more about CPI please visit our website at www.openfox.com

NLETS - THE INTERNATIONAL JUSTICE AND PUBLIC SAFETY NETWORK

Nlets provides two basic capabilities to its users. First, it is an international, computer-based message switching system that links together state, local, and federal law enforcement and justice agencies for the purpose of information exchange. Second, it provides information services support for a growing number of justice related applications. To accomplish this, Nlets supports data communications links to state networks using a commercial MPLS service. All agencies within each state are serviced through this state interface. Federal and international systems operate in much the same manner. The primary Nlets operational site is located in Phoenix, Arizona, with a disaster recovery site located in Kentucky that is capable of providing full continuity of operations in less than thirty minutes.

To learn more about Nlets, please visit www.nlets.org

STATE REGIONAL & FEDERAL ENTERPRISE RETRIEVAL SYSTEM (SRFERS)

This West Coast-based pilot is allowing ARJIS (Automated Regional Justice Information Sharing) users to share critically needed data such as booking photos and license plate reader information with other states throughout the Pacific Region. The states of Arizona, California, Idaho, Oregon and Washington can now query vehicle information captured through license plate readers along the California/Mexico border, as well as querying the Nlets message archive log to determine if vehicles and/or persons of interest have been queried elsewhere in the country.

To learn more contact:

Larry Grund

CJIS Business Development Specialist
Computer Projects of Illinois (CPI)
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Bolingbrook, Illinois 60440

2011 GOLD SPONSOR

CPI has supported the Nlets Annual Conference/Business Meeting for over 20 years. The 2011 Annual Business Meeting marked their 4th year as a gold sponsor.

Special thanks to CPI and the entire Sawatzky family - Lorne, Patricia, Steven, Kevin and Ryan - for their continued support.

SECURITY CONCERNS



Host Bill Phillips, and guest speaker Captain Bill Tatun (Nlets NY Rep) resolved security concerns in this breakout, teaching audiences about security measures Nlets has deployed, as well as highlighting changes in the new CJIS security policy.

Captain Tatun announced that CJIS is currently transitioning their policy to the FBI/CJIS Security Policy v5.0, as of February 2011. The new policy represents a complete re-write of previous versions and is “essentially from scratch.” CJIS has also created a plan for the transition to the new policy with its new requirements.

Some of the new requirements include: replacement of “shall” declarations with “required by,” the appointment of Terminal Agency Coordinators, introduces the term CJI and extends protection measures beyond CHRI to include PII and all applicable state privacy laws, requires documented exchange agreements with public/private entities, and makes security awareness training mandatory for all personnel with access to CJI,

among other new physical and non-physical requirements.

Nlets’ Senior Security Specialist, Bill Phillips took the opportunity to pull back the curtain on Nlets security controls providing an in-depth look at the logic of their deployment. Beginning with policy as a touchstone, Phillips detailed how policy may be developed into a security plan and implemented in the software, and devices that act as security controls. Phillips detailed how the process is circular, requiring continual analysis and updating. He identified recent attacks and how they are pertinent to the Law Enforcement and Criminal Justice communities, and also discussed the changes in methods being leveraged to attack and compromise systems. Phillips provided the audience with the process and controls that the Nlets security team is constantly analyzing, as well as the security controls deployed within Nlets. The Nlets security team is constantly seeking new technologies to further reduce the risk to the Nlets network infrastructure.



Captain Bill Tatun,
Nlets NY Rep

NEW TECHNOLOGY

Guest speakers Mahos Bourlai (West Virginia University), Peter Holran (Taser), Chad Huffman (ManTech), Joe Treglia and Murali Venkatesh (Syracuse University) taught audiences about new technology aiding law enforcement and criminal justice.

Body and ‘On-Officer’ cameras and new biometric and forensic technologies are in development to better serve and protect law enforcement officials in the field. These new devices and techniques will enable law enforcement to ascertain or recognize faces such as those in booking and driver’s license photos, as well as increase officer efficiency and protect officers from false claims.

In addition to ‘On-Officer’ cameras, Smartphone video streaming will also serve law enforcement by streaming live audio and video of the scene to a police dispatcher, enabling officers to assess a situation before arriving to the scene. Through-the-wall sensors/cameras and ground-penetrating radar are serving military and law enforcement to detect objects and movements in rooms or near-by places, therefore reducing risks for those in the line of duty.



Peter Holran, Taser

Intelligent Deployable Augmented Wireless Gateway (iDAWG), built from advanced Cognitive Radio, Wireless Grid, and Remote Sensing technology, allows public safety officials to exchange information via voice and data communications. These ‘real-time’ exchanges reduce operational cost and complexity, increase officer safety in the field, and make sharing data and resources easier and more efficient for all law enforcement.

With new and developing technology, as well as its integration, data sharing is made easier, officer safety is significantly increased, costs are reduced, and lives are saved.



LPR PANEL

Hosted by Ted Rainer, with guest speakers Mike Roosa (CapWIN) and Heather Whitton (OH), the LPR (License Plate Reader) Panel discussed Nlets' plans to 'Mooove Forward' with an LPR prototype.

Nlets and the U.S. Department of Homeland Security signed a contract to create a national LPR pointer system, which will be a cost-effective solution to sharing and granting timely access to LPR information by Law Enforcement and jurisdictions.

To run a standard LPR query, the request will be any combination of location, date/time range, license plate number, and agency issuing the license plate. To request notification, a plate and date range will be required, and a location is optional to refine a search.

Earlier this year, Nlets hosted a vendor forum to meet with the experts and gain insight to resolve issues before completing the LPR policies and technical specifications. The complete construction prototype is scheduled to release in December 2011, with implementation of the prototype scheduled for March 2012.

For more information on the LPR project, contact Frank Minice at frankminice@nlets.org.

'MOOOVING' FORWARD

Hosted by Cathy Plummer, Nlets Project Manager, and Bonnie Locke, Nlets Director of New Business, 'Moooving Forward' educated reps about Nlets grants and their progress.

The Nlets grants include: Image Sharing (NISP/NCIEN), Standardized Rap Sheets (CHIEF), Pro-active Alerting (e-PORT), Geo-spatial Capabilities (GeoSOAPS), and Statistical Reporting (CHRIS). The grants are funded by the U.S. Department of Homeland Security, the National Institute of Justice, and the Bureau of Justice Statistics.

As part of the NISP/NCIEN grant, Nlets is proud to announce that now 24 states are in production of image sharing, with four more scheduled for production this year. Furthermore, 19 states have implemented standardized rap sheets, with 11 scheduled for implementation within the year as a part of CHIEF. e-PORT (proactive alerting) is currently in its pilot stage with four programs – Missing Persons, Amber Alerts, Silver Alerts, and Gang Activity.

GeoSOAPS has allowed for photographic imagery and topographic maps to provide significant support in emergency situations. Statistical Alerting is nearly to Phase 3 of CHRIS, with the FBI and Nlets procedures in place for using secure encrypted files and secure methods for transferring data.

For more updates on any of the Nlets grants, or if you have any ideas for new grants and projects, email Bonnie Locke at blocke@nlets.org.



Bonnie Locke,
Nlets Director of Business Development

SPECIAL THANKS

Nlets would like to formally thank the following guest speakers who contributed to the success of the 2011 Annual Business Meeting:

- Glenn Archer
- Julie Basco
- Jamie Blakley
- Ed Bonifas
- Mahos Bourlai
- Ted DeRosa
- Jim Gerst
- Ronald Hawley
- Bill Hobgood
- Peter Holran
- Chad Huffman
- Colonel Thomas L'Esperance
- Maury Mitchell
- Mike Roosa
- Charles Schaeffer
- Michael Schirling
- Denis St-Pierre
- Tim Struck
- Bill Tatun
- Joe Treglia
- Murali Venkatesh
- Heather Whitton

MEET THE NLETS TECHNICAL OPERATIONS TEAM

In the last newsletter, I introduced the Nlets Network Analysts, as well as two new employees on the technical operations team, Tony Abate and Randy DeForest. This month, I would like to introduce to you the rest of the Technical Operations team. These are the people responsible for Nlets' internal and external operations; they troubleshoot problems, work with our strategic partners, create software and develop new programs to make sure that Nlets is always ahead of the technological industry and providing the best service to our end users.

KURT ANZELMO

Kurt has been with Nlets for three years, and serves as Director of Operations. He is responsible for system operations and network support, as well as customer and vendor relationships. Before coming to Nlets, Kurt worked at *Mattel*, where he held the position of Senior Manager of the Network Operations Center, and was responsible for planning, implementing, securing, and maintaining global network and hosting systems. At home, he has two daughters, and enjoys spending time with his family in the outdoors.

JOHN 'JD' DINBOKOWITZ

JD has been with Nlets for seven years, and serves as the Senior Network Engineer. In this role, he helped upgrade the LAN and WIN systems, as well as migrate our disaster recovery site to Kentucky. Most of his training has come from on-the-job work experience, and Cisco training courses. He has four children, and loves watching football or spending time with his family or doing outdoor sports and activities.

JOHN LAWSON

John has been with Nlets for 17 and a half years and serves as the Operations Supervisor, overseeing the Analysts and the NOC. He also assists with many other projects and developments with the Technical Operations staff. Before coming to Nlets, John worked as a farmer, Police Dispatcher, Police Officer, and Highway Patrol Officer. Beyond his work with Nlets, John has three children and seven grandchildren he enjoys spending his time with.

FRANK MINICE

Frank has been with Nlets for 23 years, and serves as the Chief Information Technology Officer. He has also served as a Network Analyst, Network Operations Coordinator, and Director of Operations at Nlets. He and his family enjoy spending their time together doing outdoor vacations and activities.

KATE SILHOL

Kate has been with Nlets for seven years, and serves as a Senior Software Engineer. Beyond her work with Nlets, Kate is an XML expert and provides XML training to people all over the country. Furthermore, Kate is the chair of the NIEM Business Architecture Committee (NBAC), and has been awarded the ICE Director's Interagency Award, which was presented on July 19, 2011. At home, Kate has two young children that keep her busy.

MATT SHURTLEFF

Matt has been with Nlets for a little less than a year, and serves as a Network Engineer. He assisted with the WAN Solution and LAN upgrade, and has extensive Cisco training. Before coming to Nlets, Matt worked as IT for the US Navy. Beyond his work with Nlets, Matt finds ways to even fill his free time improving skills for his job, as well as reading and spending time with his wife and their four kids.

ART VALDEZ

Art has been with Nlets for 18 years, and, as the Operations Coordinator, helps to improve the wireless system and monitor the NJIN system. He also assists with setting up wireless back up for Nlets users. In addition to Cisco training courses, most of Art's training has come directly through on-the-job experience. At home, Art has two teenagers and is very family-oriented, but also enjoys spending time playing sports and other outdoor activities and vacations.

ANNOUNCEMENTS & REMINDERS

NEW EMPLOYEE

Nlets is proud to welcome a new employee to the Nlets Team:

Matt Butler

Network Analyst

Matt is a graduate from the University of Phoenix with a Bachelor's degree in Information Technologies and an Associate's degree in Business Management. Additionally, he has extensive experience working as a software engineer.

NEW REP

Nlets is pleased to announce:

- James Hill as the new Nlets Representative for the **U.S. Air Force**.

TRAVEL REIMBURSEMENT

To download the form, visit:

<https://www.nlets.org/member/rep-resources>

All forms must be submitted by July 31st, 2011.

The mileage rate increased as of July 1st. This change, however, will not be applied to travel initiated prior to July 1st, 2011.

THANK YOU

to Vermont Rep Phil Colby, his wife Pat, and the Vermont Department of Public Safety for hosting the 2011 Annual Business Meeting. The meeting was a huge success thanks to your hard work and hospitality.

WIKI USER GUIDE

You must be logged into the member site to access the Wiki.

The Wiki User Guide is a resource for Nlets reps and State resources (as approved by the rep) seeking further explanations or assistance regarding Nlets systems and services.

In addition to email alerting, subscription to an RSS feed of any page is available to track any changes or updates.

To view the Wiki, visit:

<https://www.nlets.org/member/user-guide>

To register for Nlets.org and Wiki access, visit:

<https://nlets.org/request-an-account>

CONTACT US

ASK STEVE

Steve Correll, Nlets Executive Director, is always available to answer your questions.

Please send your questions to asksteve@nlets.org.

FEEDBACK

We welcome your feedback on:

- Questions or comments regarding the current issue;
- Ideas for future newsletter content; or,
- Corrections.

Contact us at info@nlets.org.

